GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:329
ANSWERED ON:06.09.2007
HIGH COURT MONITORING COMMITTEE ON CATERING SERVICE IN THE TRAINS
Gangwar Shri Santosh Kumar;Veerendra Kumar Shri M.P.

Will the Minister of RAILWAYS be pleased to state:

(a) whether responsibility has been fixed for serving stale and unhygienic food in the trains as has been pointed out by the Monitoring Committee appointed by the Delhi High Court;

(b) if so, the details thereof;

(c) the action taken against the caterers/persons found responsible; and

(d) the steps taken/proposed to be taken to serve fresh hygienic food in the running trains?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI LALU PRASAD)

(a) to (d) : A Statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO. 329 BY SHRI M.P. VEERENDRAKUMAR AND SHRI SANTOSH GANGWAR TO BE ANSWERED IN THE LOK SABHA ON 06.9.2007 REGARDING HIGH COURT MONITORING COMMITTEE ON CATERING SERVICE IN THE TRAINS.

(a) to (c): Railways provide hygienic and quality food to the passengers. Stringent actions like, termination of contracts, imposition of fines, warning have been taken against the defaulting licensees and disciplinary action has been taken against staff in case of lapses.

(d): Various steps like, conducting food audit by independent agency, progressive International Organisation for Standardisation (ISO) certification of catering units, Customer Satisfaction Survey, supply of Menu Cards indicating details of items and rates, conducting Special Drives etc., among other things, have been taken to improve catering services.